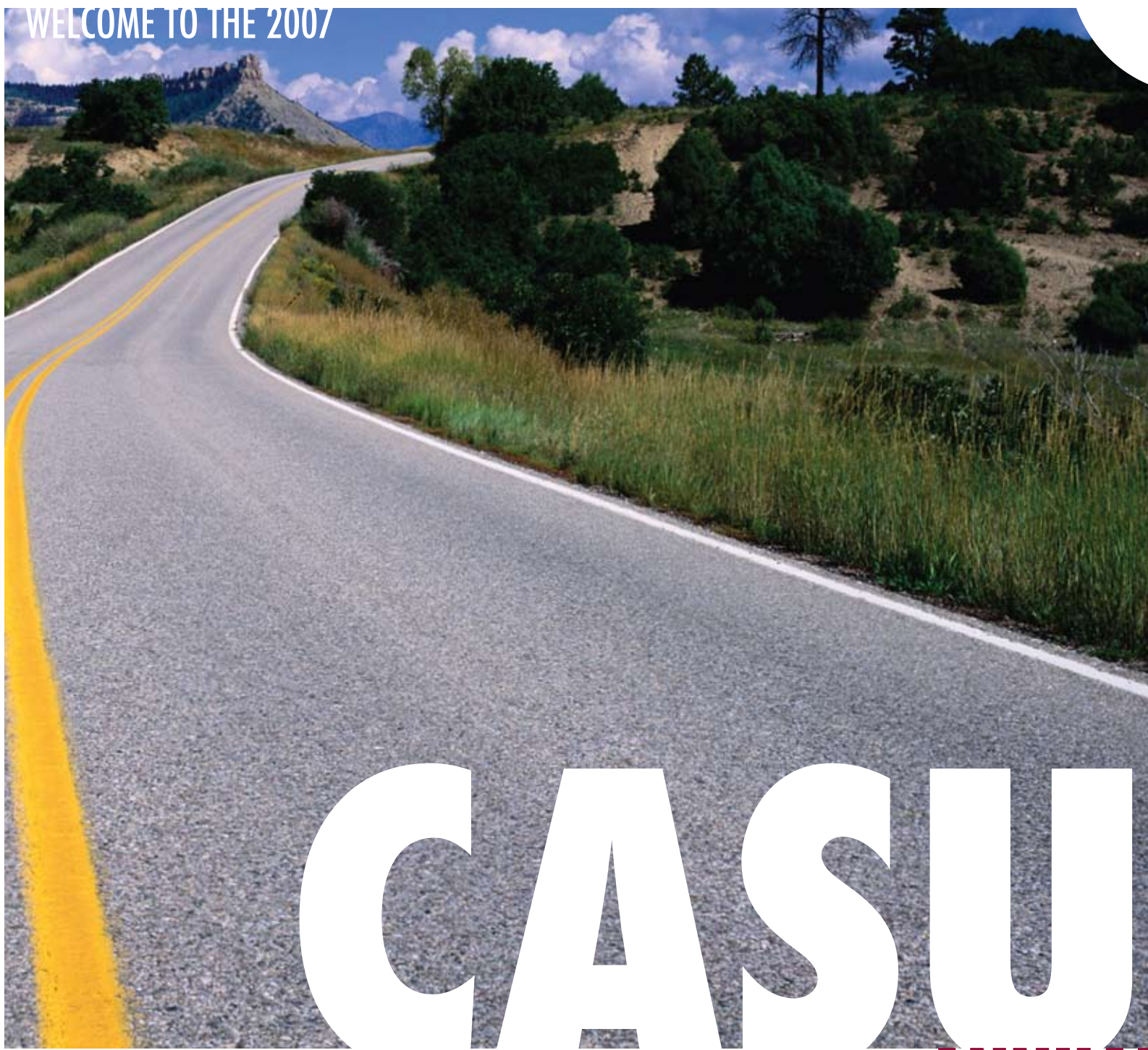




# ANNUAL REPORT 2007

COOPERATIVE ADMINISTRATIVE SUPPORT UNITS  
A FEDERAL INTERAGENCY SUPPORT SERVICES PROGRAM  
NATIONAL CASU PROGRAM (V)  
1800 F STREET, NW, ROOM 4028  
WASHINGTON, DC 20405  
WEB: [WWW.CASU.GOV](http://WWW.CASU.GOV)  
TEL: (202)273-4660  
FAX: (202)501-3341



WELCOME TO THE 2007

NATIONAL CASU BOARD OF DIRECTORS

**DAVID DRABKIN**  
Acting Chief Acquisition Officer  
General Services Administration

**GLORIA JOSEPH**  
Director of Administration  
National Labor Relations Board  
Small Agency Council Representative

**SHAY ASSAD**  
Director, Defense Procurement and  
Acquisition Policy & Strategic Sourcing  
Department of Defense  
Alternate: Frances Sullivan  
Director, Acquisition and Procurement Office  
Washington Headquarters Services

**JOHN NYCE**  
Director, Acquisitions Management  
Services Directorate  
Department of Interior/NBC  
Alternate: Robert Faithful

**LINDA WASHINGTON**  
Deputy Assistant Secretary for Administration  
Department of Transportation  
Alternate: Rudy Spruill

**MICHAEL TYLLAS**  
Director, Administrative Operations Services  
Program Support Center  
Department of Health and Human Services  
Alternate: Timothy Brown  
Deputy Director, AOS/PSC

**ISMAL G. ASMAL**  
Director, ICASS Service Center  
U.S. Department of State  
Alternate: Will Moser  
Director, Global Support Services and Innovation

EX-OFFICIO MEMBERS

**ROBERT BURTON**  
Associate Administrator  
OMB/Office of Federal Procurement Policy  
Alternate: Cynthia Maltby

**VYETTE V. WAUGH**  
Executive Secretary  
National CASU Program

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ANNUAL REPORT



**COOPERATIVE ADMINISTRATIVE  
SUPPORT UNITS PROGRAM  
(CASU) LOCATIONS**

Colorado	303.236.8140
Missouri	816.426.3501 (x255)
New York	212.264.0722
Pennsylvania	212.264.0722
Texas	817.886.1404

**CASU NETWORK PROFILE**

CASU is a FAR-compliant, entrepreneurial Federal government reimbursable program that provides cooperative partnering in the acquisition and delivery of commonly needed services and support. Each CASU business unit works with agencies to identify requirements; leverages the buying power of the Federal government to effectively reduce the cost of products and services, while also shortening delivery times; and most importantly, permits an agency to devote more resources to its core mission. The CASU Program was established in 1985 under the authority of the Economy Act of 1932, as amended. The President's Council for Management Improvement initiated the program with the goal of reducing duplication of effort, achieving economies of scale, and providing government agencies with an alternate, quicker and more economical system of acquiring support services.

**MISSION STATEMENT**

CASU Facilitates Interagency Cooperation in the Acquisition of Commonly Needed Services, Promoting Mission Effectiveness and Economy throughout the Federal Government.

**VISION STATEMENT**

The CASU Network is the recognized leader and sets the standard for providing quality, timeliness and customer convenience in the area of support services and is the first choice of participating agencies in meeting these requirements throughout the country and overseas.

**PROGRAM OBJECTIVES**

- Ensure Customer Satisfaction
- Foster Interagency Cooperation and Innovation in Addressing Administrative Requirements
- Promote Mission Effectiveness and Operational Efficiencies
- Reduce Operating Costs and Duplication of Effort
- Promote Competition and Best Value for Customer Agencies
- Achieve Financial Self-Sufficiency and Accountability



## MESSAGE FROM THE CHAIRMAN

I am pleased to present the 2007 Annual Report for the CASU Program. The CASU Network continues to maintain national growth in customer base and revenue. The passage of time and new Federal policies cause Network members to face more competition from various organizations.

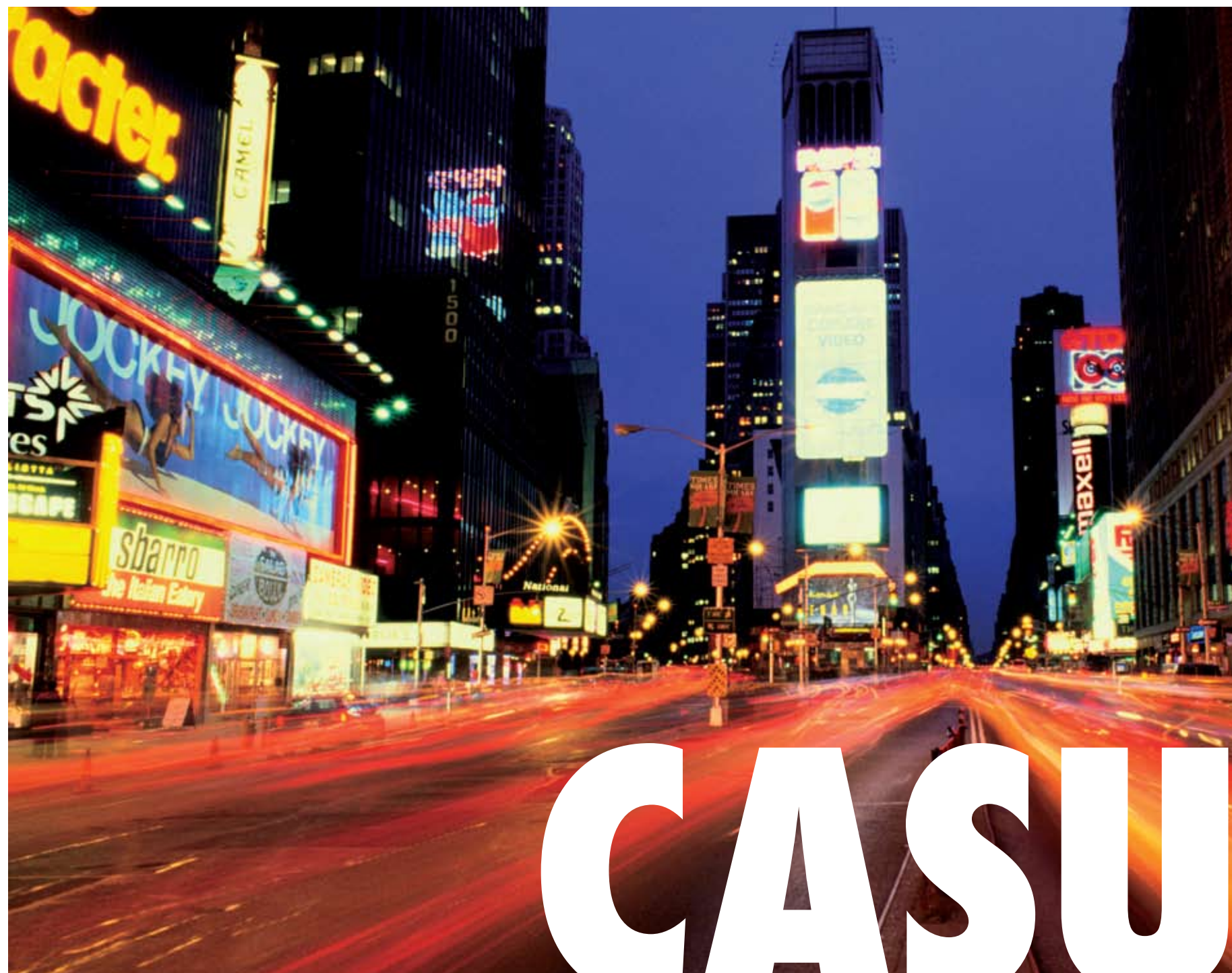
As a whole, the competitive nature realizes greater benefits for us as taxpayers and will help the Network's members focus on their customers, processes and lines of business to better provide for customer needs and effective operations. In return, the Federal customer derives "best value" and responsive customer service.

The CASU Network has always relied on interagency strengths and continues to examine means by which interagency cooperation and coordination will enhance information sharing and improve business operations. Continued outreach to local boards of directors, host agencies and interagency gatherings is intended to exact feedback on the needs and cross-servicing trends of the Federal government. The Network primarily relies on private industry to provide effective and efficient services to its customers, with 96% of the sales going to contracted support. CASUs have made considerable contributions to the improvement of Federal operations; likewise, they have greatly benefited the small business environment, awarding them 84% of the Network's business.

The publication of this annual report completes 21 years of CASU operations. This is due to continuous evolution of Network members and immeasurable interagency support. We sincerely appreciate the General Services Administration for continued support of the National Office, and the availability of GSA Schedules contributes greatly to supporting our customers. Opportunities for various levels of growth remain in this competitive environment. CASU Network members have shown their ability to respond to the customer by providing effective delivery of Federal agency support services.

On behalf of the National CASU Board of Directors, I congratulate the Network members for their entrepreneurial spirit, business acumen and commitment to customer service.

David A. Drabkin  
Chairman, National CASU Board of Directors



# CASU

## SUPPORT THAT NEVER STOPS



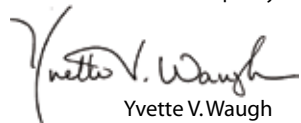
## MESSAGE FROM THE EXECUTIVE DIRECTOR

The CASU Network continues to achieve its mission and satisfactorily meets the needs of the Federal customer in local communities. CASU is a FAR-compliant, entrepreneurial Federal government reimbursable program that provides cooperative partnering in the acquisition and delivery of commonly needed services, products and support. A CASU office works with agencies to identify requirements; leverages the buying power of the Federal government to effectively reduce the cost of products and services, while also shortening delivery times; and most importantly, permits agencies to devote more resources to its core mission. CASU's valued-added benefits also include: the use of streamlined processes and dedicated professional staffs; the flexibility to develop solutions to meet the customers' defined needs; one-on-one customer support throughout the entire servicing relationship; and the ability to support customer requirements for the entire acquisition cycle. Additionally, CASUs handle all contract, finance and contractor issues on behalf of the customer.

Every year introduces changes and challenges. Subsequently, the CASU network has to adjust internally in ways that are transparent to our Federal customer. Our customer still expects quality service at a "best value" cost, and should be confident that quality service is an inherent aspect of the CASU Network. The Network ultimately adapts and responds accordingly. This year, the Network closed two offices as it was unable to secure new lead agency support for the Greater Hampton Roads CASU and Southeast Regional CASU. These offices provided outstanding services to hundreds of federal customers for several years. Fortunately, being a customer-focused organization, the Network promptly reached out to support the customers of the former CASU offices.

CASU offices continue to fulfill customer requirements satisfactorily and examine ways to exceed customer expectations. CASU helps agencies to collectively work together to receive the best possible product at the best cost. Additionally each office continually performs internal assessments of operations to improve processes and responsiveness, and to ensure compliance with regulations. During fiscal year 2008, the Network plans to reevaluate its strategic direction and to continue business and operational improvements that promote customer efficiencies and cost savings.

I invite you to read this FY 2007 Annual Report as it captures some of the program's history and its continued success. I congratulate the CASU Network's entrepreneurial spirit and commitment to quality service.

  
Yvette V. Waugh  
Executive Director



# PAVING THE ROAD OF SERVICE

# BUSINESS INDICATORS

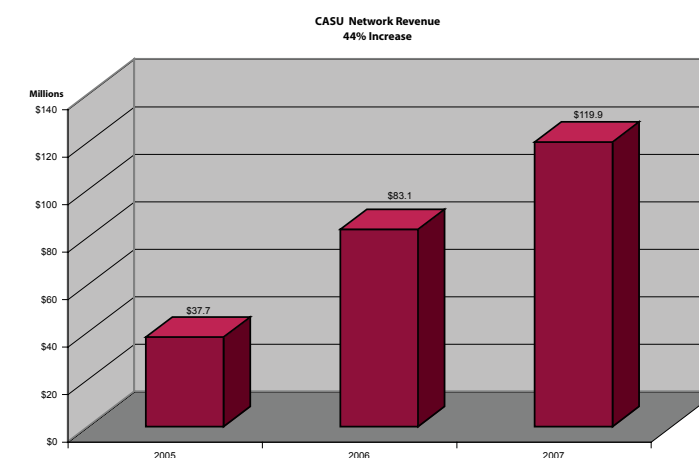


Fiscal year 2007 was a productive year for the CASU Network. CASU remains a self-sufficient support service organization that fosters interagency cooperation, innovation and operational efficiencies. CASU uses business indicators to assess the internal performance and the infrastructure of the Network against strategic goals. The indicators illustrate that the Network has accomplished CASU strategic goals to: remain financially self-sufficient; strengthen the Network's cooperative business nature and customer focus; maintain a national presence at all levels of the Federal government; and to expand CASU's geographic coverage to meet customer requirements.

## OPERATIONS AND SALES REVENUE: (FIGURE 1)

At the close of FY 2007, the CASU Network was composed of a National Program Office and four member organizations based in New York City, Denver, Fort Worth and Kansas City, most having established partnerships with other local communities throughout the nation. These CASUs receive exceptional support from their respective local boards of directors and host agencies: the Department of Health and Human Services/Program Support Center and the Army Corps of Engineers. The General Services Administration, Office of the Chief

Acquisition Officer supports the National Program Office. The CASU organizations do not receive an annual appropriation and must cover all of their costs through reimbursable services. Each organization was self-sufficient and financially solvent, generating network sales of \$119.9 million which is a 44% increase above FY 2006. While CASU performed well on sales volume and customer growth, the network focuses more on how well it is managing the level of customer growth and customer satisfaction.



**FIGURE 1: CASU NETWORK REVENUE**

Revenues are provided solely for purposes of demonstrating the scope and growth of the CASU Network. Official financial reports are compiled and reported by each CASU through its lead agency's reporting channels.

## CUSTOMERS SERVED

CASU is motivated by the confidence that the CASU concept meets the needs of government agencies for quality support services that are more effective, responsive and economical than those obtained through traditional acquisition. The Network has provided support services to over 2000 customers across the nation; nearly every Federal agency has received services from CASU. The Network's repeat customer base remains strong and is an indication of continuing demand for CASU products and services. CASU entered into 454 customer agreements for services, a 5 % increase above

FY 2006, most supporting agency offices in multiple states. This represents responsible growth and the Network's efforts to not only fulfill customer orders well, but to do so within its changing infrastructure.

*The Pull-Out Reference document contains a list of "Customer Agencies" ~ by federal department or agency ~ that is supported by the CASU Network. To find out if a service is provided to a particular sub-element or field office, please contact the individual CASU Network office that supports the federal customer.*

BEST VALUE

Customers avoid traditional procurement burdens and enjoy quicker servicing because orders can be fulfilled through existing pre-competed FAR-compliant contracts. Customer agencies enjoy financial benefits through pricing based on economies of scale and fewer management tasks than traditional procurement processes. A CASU business unit works with agencies to identify requirements; leverages the buying power of the Federal government to effectively reduce the cost of products and services; shortens delivery times; and most importantly, permits agencies to devote more resources to its core mission. CASU's other valued-added benefits include the use of proven streamlined processes and dedicated professional staffs; the flexibility to develop solutions to meet the customers' defined needs; one-on-one customer support throughout the entire servicing relationship; and the standard practice of handling all contract, finance and contractor issues on behalf of the customer.

SERVICE OFFERINGS

CASU supports over 80 individual services within nine service categories. Each category offers various services that can be tailored to address specific needs identified by changes in Federal policy or customer demand. Thus, the CASU Network has the ability to provide a wide variety of high quality, cost-competitive services – with a quick turn-around – throughout the United States and overseas. CASU contracts are acquired through requirements established by the Federal Acquisition Regulations. The services that feature most prominently are professional services, contract support, temporary/administrative support and copier equipment.

CASU SUPPORT SERVICES:

- Administrative Support
- Financial And Procurement Services
- Human Resources
- Light Industrial
- Mail Management
- Printing, Duplication And Copiers
- Professional And Technical
- Technology
- Training

INDUSTRY PARTNERSHIPS: (FIGURE 2)

Building industry partnerships is essential to producing best value and savings for our customers. CASU has strong relationships with its commercial vendors, and working together, has produced satisfied customers. The CASU Network used 195 servicing vehicles to support its customer requirements, to include GSA Schedules, socio-economic and small business vendors, other FAR-competed contracts, and FTE. The use of commercial contracts allows CASU to offer the latest technology and highly experienced workers to its customers. More importantly, the quantity of and capability of providers for each service category promotes competition and permits the customer to receive the best value. To achieve operational efficiencies, the Network relies on the private sector to perform non-inherently governmental services. It is worth noting that 96% of all CASU services are performed by the private sector. CASU judiciously manages contracts with suppliers to satisfy government requirements with a minimum of administrative expense and delay.

CONTRACTORS: (FIGURE 3)

Consistent with the Small Business Act, CASU fully supports small businesses. The Network exceeded the statutory government-wide procurement goal for small businesses, making 84% of its awards to small business contractors. Of the 195 contracting vehicles, 88% were awarded from the GSA Schedules.

ORDERS PROCESSED: (FIGURE 4)

Customer agency reliance on CASU support is evident based on the number of repetitive customers and the number of orders processed. In FY 2007, the Network processed 2,544 orders; a 7% increase over FY 2006.

FIGURE 2: CASU SERVICE UNITS  
This chart shows the percentage of CASU services performed by contractors and FTE. The CASU Network had 119 service units in FY 2007, of which 96% were performed under contract.

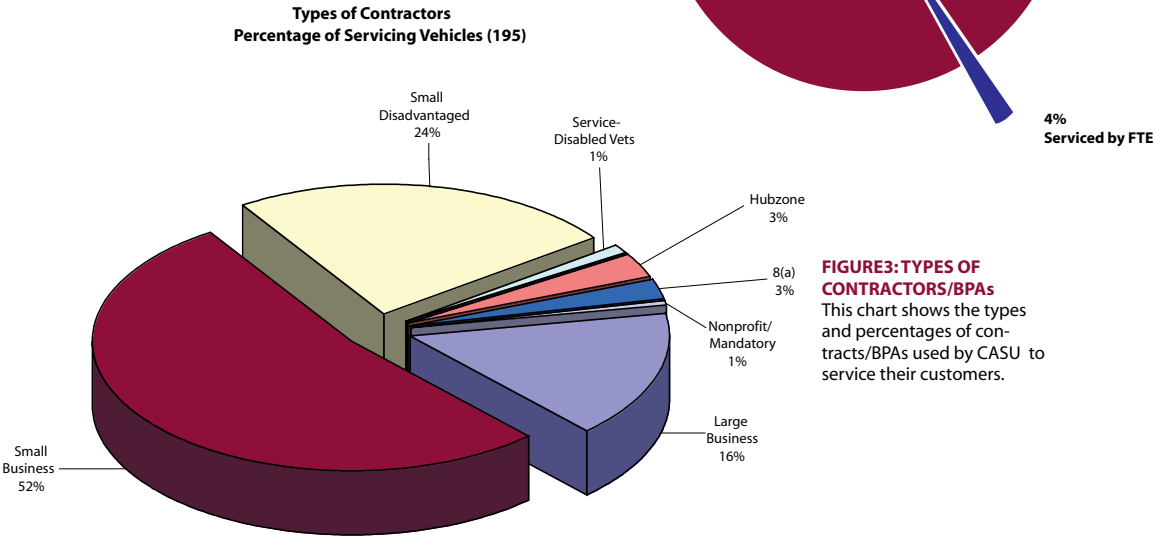
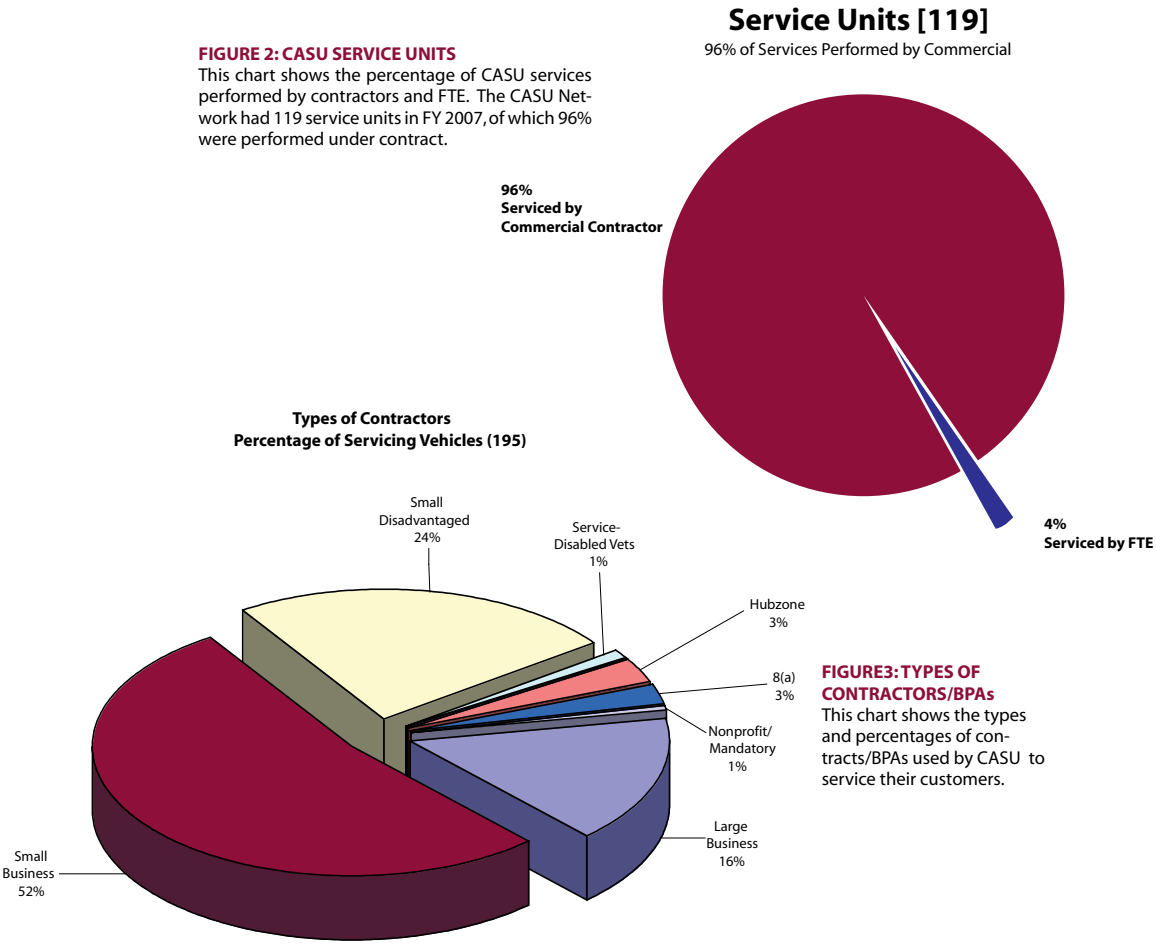
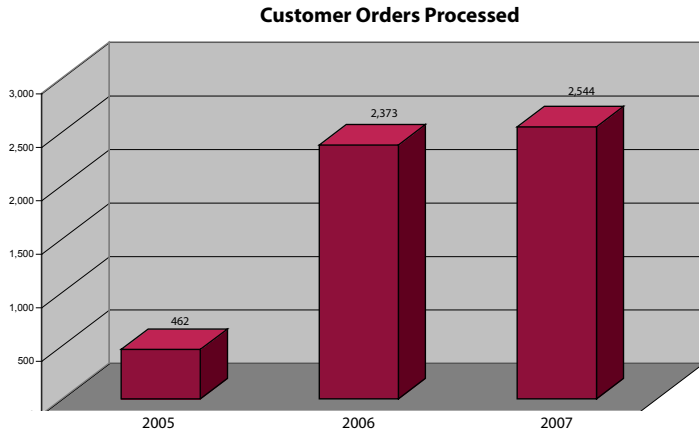


FIGURE 3: TYPES OF CONTRACTORS/BPAs  
This chart shows the types and percentages of contracts/BPAs used by CASU to service their customers.

FIGURE 4: NUMBER OF ORDERS PROCESSED  
This chart shows the number of orders processed during FY 2007; yielding a 7% increase over FY 2006.



# ACCOMPLISHMENTS

## FY 2007 Success Stories

The following CASU profiles summarize each program's highlights from FY 2007. CASUs may be contacted directly for copies of their annual reports and for additional information about their programs and business lines. A listing of CASU offices can be found at the back of this report. CASU customers and services are also listed on the insert in the middle of the report. Links are available to each CASU's website from the National CASU website: [www.casu.gov](http://www.casu.gov).

## MID AMERICA CASU

**CHARTERED:** JUNE 1987

**CASU DIRECTOR:** KEN TRUAX

**SERVICE AREA:** NATIONAL

**LEAD AGENCY:** HHS/PROGRAM SUPPORT CENTER

**LOCAL BOARD CHAIR:** HOWARD FOARD, SSA

### MAJOR SERVICES

Contract Staffing Support Services  
Procurement Services  
Copier Equipment  
Copy Paper Sales  
Mail Services  
Forms & Supply Distribution  
Labor and Moving  
IT Training  
Personal Property Repair

During FY 2007, the Mid America CASU experienced significant growth of revenue over the previous year, from \$27.5 million in FY 2006 to \$54.5 million in FY 2007. Its largest business line continues to be Procurement Service; producing about 81% of the revenue for FY 2007. In addition, the CASU continued to provide a high level of customer satisfaction. During FY 2007, using the results of the HHS/Program Support Center's (PSC) Customer Comment Card responses, the CASU achieved 100% of the responses in the Very Satisfied or Satisfied category of customer responses. Finally, the CASU's responsiveness continued to be good. During FY 2007, results on the HHS/PSC's Timeliness reports show that the CASU surpassed each of its goals for all of its services for each month of the fiscal year. These results also confirm Mid America CASU's approach of being customer-focused.

For FY 2008, the Mid America CASU plans to write a new strategic plan and review and strengthen its internal operations to continue to bring the best value to customers. The CASU does not anticipate beginning any new services or programs this year. We will continue to make the Mid America CASU a customer-oriented organization and provide high quality services at the best possible price for our customers.

## MID-ATLANTIC CASU

**CHARTERED:** JANUARY 2003 (INCORPORATED NE REGIONAL CASU, CHARTERED 1988)

**CASU DIRECTOR:** DIANA CASALE

**SERVICE AREA:** NATIONAL

**LEAD AGENCY:** HHS/PROGRAM SUPPORT CENTER

**LOCAL BOARD CHAIR:** SAM KAHN, HHS

### MAJOR SERVICES

Contract Staffing Support Services  
Project/Task Support  
Copier Equipment  
Copy Paper & Toner Cartridges  
Recycling  
Mail Services  
Fitness Center  
IT Services  
Accounting & Financial Services

The Mid-Atlantic CASU provides a multitude of high quality administrative services at competitive rates while operating under business-like principles and maintaining a self sufficient financial profile. These goals were met by consolidating procurement management under one host agency and by opening the "Federal Door" for our service providers. Initially, the Mid-Atlantic CASU was strictly a local provider of common administrative services. However, we currently have contractual relationships with a broad array of vendors which has allowed us to market our services on a national basis and therefore grow our core services tremendously over the last several years. The Mid-Atlantic CASU strives to be the "Best in the Business" by creating a customer friendly atmosphere, taking advantage of new technology, and using innovative business techniques. Key advantages earned when utilizing the Mid-Atlantic CASU are:

- Timely response to customer requirements for goods and services
- Reduced costs
- Feasibility in utilizing contracting for services
- Less paperwork
- Elimination and/or reduction of duplicate functions
- Competitive outsourcing



The Mid-Atlantic CASU has been a consistent and valuable partner to many Federal agencies around the country. This CASU has maintained steady growth in revenue, customer base and orders processed; generating a 31% increase in revenue over 2006. Significant growth occurred in our Copier Management Program as demand within the Department of Defense increased. Implementation of our IDIQ contract for Administrative Staffing Services has continued to reap benefits for customers by creating greater competition, and thus better pricing and savings. During FY 2008, Mid-Atlantic CASU plans to expand its core programs: Administrative Staffing and Copier Management as well as integrating and implementing an Office Supply Program into our product mix. Customers utilizing our services recognized savings of approximately 5 to 8 percent as compared to other ordering vehicles.

## FORTH WORTH CASU

**CHARTERED:** JULY 1987

**CASU DIRECTOR:** JUDY JUDD

**SERVICE AREA:** TEXAS

**LEAD AGENCY:** U.S. ARMY CORPS OF ENGINEERS

**LOCAL BOARD CHAIR:** COL JOHN C. DVORACEK, USACE

### MAJOR SERVICES

Mail Services  
Recycling  
Moving and Labor  
Contract Staffing Support Services  
(Temporary Clerical)  
Sign Language Interpreting  
Photographic Services  
Conference Reservations

The Fort Worth CASU and its Board of Directors continue to meet local federal community needs with a host of services. The strongest business lines continue to be the mail services and contract staffing services. But, the full line of services tailored to the needs of the participating agencies make the Fort Worth CASU a value-added federal partner. The CASU focus continues on customer needs and operational improvements while operating on a break-even basis.

## ROCKY MOUNTAIN REGIONAL CASU

**CHARTERED:** OCTOBER 2005

**CASU DIRECTOR:** LORI RHODES, DIRECTOR

**SERVICE AREA:** NATIONAL

**LEAD AGENCY:** HHS/PROGRAM SUPPORT CENTER

**LOCAL BOARD CHAIR:** DARLENE BARNES,  
USDA/FOOD AND NUTRITION SERVICE

### MAJOR SERVICES

Contract Staffing Support Services  
Copier Equipment  
Labor and Moving  
Property Center  
Mail & Courier Services  
Document Imaging  
Multi-Media Services

The Rocky Mountain Regional CASU (RMRC) enjoyed a successful year providing administrative support services to 138 customers; principally within the departments of Defense, Interior and Energy. Ninety percent of the RMRC revenue was generated from the Contract Staffing service line; 100% of the task orders in the Contract Staffing service line were issued to vendors participating in a socio-economic program. RMRC made several operational improvements to increase program effectiveness in the areas of Task Order Management, Vendor Invoicing, Customer Billing, and updated and documented standard procedures. Cost savings were realized through staff restructuring and by consolidating financial transactions. For 2008, the RMRC intends to perform focused reviews on business processes – heavily focussing on improving acquisition and financial methods; pursue new business in existing service lines; and is planning to continue operational and program improvements: contingency planning, safety officer program and a customer satisfaction review.



# TIMELY SUPPORT



# CASU HISTORY

The President's Council on Management Improvement initiated the CASU Program in 1985. The primary purpose was to cut administrative costs by reducing duplication of administrative support functions in field offices. The original focus was on multi-tenant federal buildings that had as many as 50 agencies operating separate mailrooms, copy centers, procurement offices, supply rooms, etc. Federal agencies voluntarily formed cooperatives to share many of these common administrative functions. A local Board of participating agencies set policy, agreed on services to be provided, approved the budget and charges for services, and provided general oversight for the CASU. A lead agency hosted the CASU staff and provided reimbursed logistical, personnel, financial, and procurement support to the CASU. Developed during a period when government employees provided most of these administrative functions in-house, CASU savings were first achieved by consolidating mailrooms, combining labor and moving staffs, and centralizing high-volume photocopying into copy centers.

An increase in demand for new services led CASUs to expand their scope of operations. CASUs grew from serving single buildings to groups of buildings in a downtown location, then entire metropolitan areas, whole states, and even entire regions of the country. Meanwhile, economies of scale were achieved by combining customer requirements and shifting emphasis from providing services with in-house staff to a mixture of contracts and dedicated professional FTE. Federal downsizing accelerated the trend toward contract services. CASUs adjusted to market conditions and responded to trends.

As more CASU services are provided through contractors, CASUs are able to extend their business reach beyond initial geographic areas. Partnering and other arrangements make it possible for CASUs to offer their services nationwide and overseas. Indeed, meeting a customer's needs often means providing services to a regional office and all of its posts of duty using a single agreement, even though the customer may have specialized requirements at one or more sites. The customer may wish to utilize one contract for some locations, another contract for others. CASUs can and do give their customers this flexibility under one service agreement.

The range of services offered by CASUs continues to expand. They now have contracts and strategic partnerships that enable individual CASUs and consortia of CASUs to supply agencies with broad and varied product lines. CASUs provide these services with existing contracts or in partnership with other reimbursable government organizations.

Customer agencies, utilizing the Cooperative Administrative Support Units network, are now able to choose from a variety of sources. CASUs use contracts that are provided by multiple sources, both public and private. In fact, over 95% of its services are provided through contracts with private industry. More importantly, CASUs are poised to assist customers with competitive sourcing requirements. In this way, the CASU program has become a chief advocate for competition among Federal administrative support providers. It has grown from a small, shared service network to a nationwide operation. The CASU Network is clearly serving customer needs.

# CASU CHARTERING AND OPERATIONS

## CHARTERING

A CASU is formed by: 1) establishing an interagency board or committee, 2) identifying a Lead Agency to host the CASU, and 3) submitting a proposed charter from the interagency board to the National CASU Board of Directors for approval. The charter proposal describes the CASU location and customer agencies, organization and management structure, initial services to be provided, and the process for evaluating CASU operations. The National CASU Board reviews the charter proposal and approves or rejects the charter.

## STRUCTURE AND OPERATING RESPONSIBILITIES

The National CASU Board serves as an inter-agency coordinating mechanism for promoting and advocating CASUs. The National Board provides general policy guidance but each CASU operates autonomously. A Local Board of Directors made up of customer agencies provides policy guidance and oversight to ensure that CASU complies with federal laws and CASU National policies; remains financially solvent; operates efficiently; and successfully meets customer needs. A Local Board approves services to be provided, and functions as an information conduit with the National Board and the local Lead Agency. A Lead Agency, selected by the Local Board and approved by the National Board, hosts each CASU, providing staffing (FTE) and, if necessary, personnel and financial services. All other essential administrative support (e.g., contracting support) is obtained by the CASU on a “best value” basis, from the Lead or other Federal agencies as appropriate. The Lead Agency and all other supporting agencies are fully reimbursed for every service they provide to the CASU. The Lead Agency has a seat on the local Board of Directors and ensures that CASU operates within applicable Federal laws and regulations.



The Local Board and the Lead Agency enter into a memorandum of agreement that establishes the roles and responsibilities of the board, the Lead Agency, and the CASU Director. A CASU Director, approved by the Local Board and employed by the Lead Agency, runs the day-to-day operation. In some cases, a CASU purchases contracting support from an agency other than the Lead Agency. All CASU services are subject to the policies and regulations of the agencies writing the contracts and/or providing the services. Each customer agency enters into an agreement with the CASU, defining the services to be provided and payment arrangements.

## EVALUATION AND ASSESSMENT

The Local Board of Directors reviews services being provided and assesses the effectiveness of the CASU. The Lead Agency ensures that the CASU operates within applicable laws and regulations governing the activities of the CASU. Any other agencies involved in providing CASU services or contract support must ensure that they follow their own applicable laws and regulations. The Local Board and the Lead Agency are responsible for ensuring that the CASU follows sound financial management and internal control procedures. Each Local Board provides a performance and financial report to the National CASU Board on a quarterly basis. On a biennial basis, each CASU submits a self-assessment to the National CASU Board, certifying adherence to sound financial practices and business-like standards.

# CASU CHARTERED OFFICES

## FORT WORTH CASU

**LOCATION:** TEXAS  
**SERVICE AREA:** DALLAS/FT. WORTH  
Judy Judd, Director  
819 Taylor Street, RMC-3A37  
Ft. Worth, TX 76102  
Phone: (817) 886-1404  
Fax: (817) 886-6432  
Email: judy.kjudd@usace.army.mil

## MID-ATLANTIC CASU

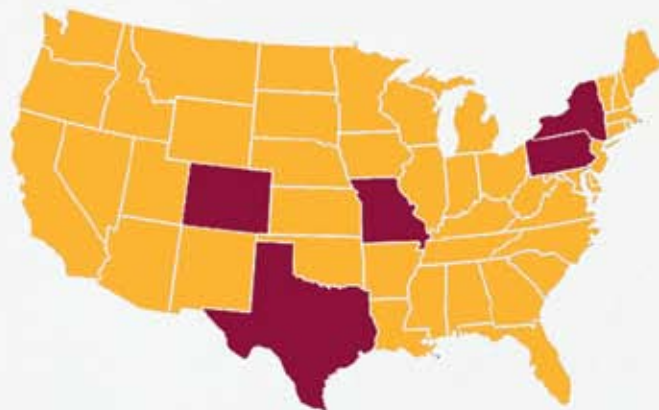
**LOCATION:** NEW YORK AND PENNSYLVANIA  
**SERVICE AREA:** NATIONAL  
Diana Casale, Director  
26 Federal Plaza, Room 33-100  
New York, NY 10278  
Phone: (212) 264-0722  
Fax: (212) 264-2118  
Email: diana.casale@psc.hhs.gov

## MID AMERICA CASU

**LOCATION:** MISSOURI  
**SERVICE AREA:** REGIONAL AND NATIONAL  
Ken Truax, Director  
601 East 12th Street, Suite 1709  
Kansas City, MO 64106  
Phone: (816) 426-3501 X255  
Fax: (816) 426-2419  
Email: kenneth.truax@psc.hhs.gov

## ROCKY MOUNTAIN REGIONAL CASU

**LOCATION:** COLORADO  
**SERVICE AREA:** NATIONAL  
Lori Rhodes, Director  
Denver Federal Center  
Box 25305, Bldg. 41, Room 137  
Denver, CO 80225-0305  
Phone: (303) 236-8140  
Fax: (303) 236-0016  
Email: lori.rhodes@psc.hhs.gov  
Web: www.rmrc.casu.gov



SPONSORED BY THE GENERAL SERVICES ADMINISTRATION

# 2007 CASU ANNUAL REPORT

## CONTACT INFORMATION

If you have questions about forming a CASU, becoming a lead agency, or need servicing support, please contact us. The National CASU Program Office can help customers identify a servicing CASU office.

National CASU Program Office  
1800 F Street, NW, Room 4028 (V)  
Washington, DC 20405  
TEL: (202) 273-4660  
FAX: (202) 501-3341  
WEB: [www.casu.gov](http://www.casu.gov)

## EXECUTIVE DIRECTOR

Yvette V. Waugh  
(202) 219-0371  
[yvette.waugh@gsa.gov](mailto:yvette.waugh@gsa.gov)



# ANNUAL REPORT 2007

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